

# SERVICE UNIT PLAN – 2001-02

Indicate the number of units of service to be provided with ALL funding sources, including federal, state, USDA, program income, and local funds. Use only units of service listed under each program. Only programs identified should be listed in the budget, in compliance with California Code of Regulations, Title 22, Article 3, 7300 (d)

The goals and objectives column provides the AAA with an opportunity to relate each Title III/VII funded service/program to an objective.

Goals and Objectives are required for every program/service funded by the AAA.

<b>Title III</b>			<b>Goals/Objectives Required</b>
<b>#</b>	<b>Program</b>	<b>Units of Service</b>	
1	Personal Care (In-Home)*	<u>2 873</u>	Goal 2-Objective 2.2
			_____
			Goal(s)/Objectives
2	Homemaker (In-Home)*	<u>763</u>	Goal 2-Objective 2.2
			_____
			Goal(s)/Objectives
3	Chore (In-Home)*	<u>471</u>	Goal 2-Objective 2.2
			_____
			Goal(s)/Objectives
4	Home-Delivered Meals	<u>438,295</u>	Goal 2-Objective 2.2
			Goal 7- Objective 7.2
			_____
			Goal(s)/Objectives
5	Adult Day Care	<u>3,800</u>	Goal 2-Objective 2.2
			_____
			Goal(s)/Objectives
6	Case Management (Access)*	<u>0</u>	
			_____
			III B

			Goal(s)/Objectives
7	Congregate Meals	<u>563,485</u>	Goal 7- Objective 7.1
			Goal(s)/Objectives
8	Nutrition Counseling	<u>720</u>	Goal 7- Objective 7.1
			Goal(s)/Objectives
9	Assisted Transportation (Access)*	<u>4,000</u>	Goal 1- Objective 1.1
			Goal(s)/Objectives
10	Transportation (Access)*	<u>24,667</u>	Goal 1- Objective 1.1
			Goal(s)/Objectives
11	Legal Assistance (Access)*	<u>4,575</u>	Goal 10-Objective 10.2
			Goal(s)/Objectives
12	Nutrition Education	<u>492</u>	Goal 7- Objective 7.1
			Goal(s)/Objectives
13	Information & Assistance (Access)*	<u>52,477</u>	Goal 10-Objective 10.1
			Goal(s)/Objectives
14	Outreach (Access)*	<u>2,524</u>	Goal 10-Objective 10.2
			Goal(s)/Objectives
15	Elder Rights	<u>927</u>	
15	Functional Limitations	<u>1,036</u>	Goal 10-Objective 10.2
15	Health	<u>1,967</u>	Goal 2-Objective 2.1
15f	Community Services/Senior Center Mgt. III B	<u>9,320</u>	Goal 3-Objective 3.1

## Title VII

**Ombudsman, Title VII**Total number of cases to be closed 2,250

Goal 11 Objective 11.1

**Training for Ombudsman staff and volunteers:**Number of sessions 24Number of hours 108Total number of trainees 50

Resident visitation (other than in response to complaints)

Number of SNF's to visit 57Number of RCFE's to visit 265**Elder Abuse Prevention**50

Goal 5-5.1

## Community Based Services Programs

## Goals and Objectives

### 1. Alzheimer's Day Care Resource

Center

Goal 8-Objective 8.2, 8.3

### 2. Brown Bag Program

Goal 8-Objective 8.6

Direct Service of Information  
& Assistance

### 3. Respite Program

### 4. Linkages

Goal 8-Objective 8.7

Funds are diverted to the  
Senior Companion Program

### 5. Foster Grandparent Program

### 6. Senior Companion Program

Goal 8-Objective 8.4

### 7. HICAP

Goal 8-Objective 8.1

### 8. HICAP Legal Representation Services

Goal 8-Objective 8.1

Budget Section

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## Assurances

A. The area agency on aging assures that it shall:

1. Develop an area plan and carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area. Older Americans Act (OAA) [305(c)]
2. Submit for approval by the State agency a plan which meets all requirements specified in section 306(a).
3. Specify annually in the area plan, as submitted or as amended, in detail the amount of funds expended for each such category of services (e.g., services associated with access to services, in-home services, and legal assistance) during the fiscal year most recently concluded. [306(a)(2)]
4. Designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers operated by organizations that have a proven record of providing services to older individuals that: (a) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 USC 2790) for fiscal year 1981 and did not lose the designation as a result of failure to comply with such Act; or (b) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs and that meet the requirements under section 675 (c)(3) of the Community Services Block Grant Act [42 US 9904(c)(3)] [306(a)(6)(E)].
5. Provide for the establishment and maintenance of

sufficient numbers of information and assistance services to assure that all older individuals within the planning and service area covered by the plan will have reasonably convenient access to such services, with particular emphasis on linking services available to isolated older individuals and older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of individuals with such disease or disorders). OAA [306(a)(4)]

6. Set specific objectives for providing services to older individuals with the greatest economic needs and greatest social needs, including specific objectives for providing services to low-income minority individuals, and include proposed methods of carrying out the preference in the area plan. [306(a)(5)(A)(i)]
7. Include in each agreement made with a provider of any service under this title, a requirement that such provider will: (I) specify how the provider intends to satisfy the service needs of low-income minority individuals in the area served by the provider; (II) to the maximum extent feasible, provide services to low-income minority individuals in accordance with their need for such services; and (III) meet specific objectives established by the area agency on aging for providing services to low income minority individuals within the planning and services areas. [306(a)(5)(A)(ii)]
8. Use outreach efforts that will: (i) identify individuals eligible for assistance under this Act, with special emphasis on: (I) older individuals residing in rural areas; (II) older individuals with greatest economic need (with particular attention to low-income minority individuals); (III) older individuals with greatest social need (with particular attention to low-income minority individuals); (IV) older individuals with severe disabilities; (V) older individuals with limited English-speaking ability; and (VI) older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and (ii) inform the older individuals referred to in subclauses (I) through (VI) of clause (i), and the caretakers of such individuals, of the availability of such

assistance.[306(a)(5)(B)]

9. Ensure that each activity undertaken by the agency including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals. [306(a)(5)(C)]
10. Perform for the planning and service area all of the activities specified in section 306(a)(6)(A) through (S). [306(a)(6)(A-S)]
11. Provide assurances that any amount received under part D will be expended in accordance with such part. OAA [306(a)(7)]
12. Provide assurances that any amount received under part E will be expended in accordance with such part. [306(a)(8)]
13. Provide assurances that any amount received under part F will be expended in accordance with such part. [306(a)(9)]
14. Assure that the area agency on aging, in carrying out the State Long Term Care Ombudsman program under section 307(a)(12) and section 712, will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 1991 in carrying out such a program under this title. [306(a)(11) and 307(a)(12)]
15. Assure that the activities conform with: (i) the responsibilities of the area agency on aging, as set forth in this subsection; and (ii) the laws, regulations, and policies of the State served by the area agency on aging. [306(a)(13)(B)]
16. Assure that it will: (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships; (B) disclose to the Commissioner and the State agency (i) the identity of each non-governmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and (ii) the nature of such contract or such relationship; (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not

resulted and will not result from such contract or such relationship; (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and (E) on the request of the Commissioner or the State for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals. [306(a)(14)(A) through (E)]

17. Assure that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title. OAA [306(a)(15)]
18. Assure that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. [306(a)(16)]
19. Assure that projects in the planning and service areas will reasonably accommodate participants, as described in section 307(a)(13)(G). [306(a)(17)]
20. Assure that the area agency on aging will, to the maximum extent practicable, coordinate the services it provides under this title with services provided under title VI. [306(a)(18)]
21. Assure that (A) the area agency on aging will pursue activities to increase access by older individuals who are Native Americans to all aging programs and benefits provided by the agency, including programs and benefits under this title, if applicable; and (B) specify the ways in which the area agency on aging intends to implement the activities. [306(a)(19)]
22. Assure that case management services provided under this title through the area agency on aging will: (A) not duplicate case management services provided through other Federal and State programs; (B) be coordinated with services described in subparagraph (A); and (C) be provided by: (i) a public agency; or (ii) a nonprofit private agency that: (I) does not

provide, and does not have a direct or indirect ownership or controlling interest in, or a direct or indirect affiliation or relationship with, an entity that provides, services other than case management services under this title; or (11) is located in a rural area and obtains a waiver of the requirement described in sub-clause (I). [306(a)(20)]

23. Be [a] the leader relative to all aging issues on behalf of all older individuals in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the planning and service area. These systems shall be designed to assist older individuals in leading independent, meaningful and dignified lives in their own homes and communities as long as possible. [b] A comprehensive and coordinated community based system described in paragraph (a) of this section shall: {1} Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue; {2} Provide a range of options; {3} Assure that these options are readily accessible to all older individuals: The independent, semi-dependent and totally dependent, no matter what their income; {4} Include a commitment of public, private, voluntary and personal resources committed to supporting the system; {5} Involve collaborative decision-making among public, private, voluntary, religious, and fraternal organizations and older people in the community; {6} Offer special help or targeted resources for the most vulnerable older individuals, those in danger of losing their independence; {7} Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community; {8} Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person; {9} Have a unique character which is tailored to the specific nature of the community; {10} Be directed by leaders in the community who have the respect, capacity and

authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future. CFR [1321.53(a)(b)]

24. Use the resources made available to the Area Agency on Aging under the OAA to finance those activities necessary to achieve elements of a community based system set forth in paragraph (b) [of section 1321.53]. [1321.53(c)]
25. Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate. [1321.53(c)]
26. Assure access from designated focal points to services financed under the Older Americans Act. [1321.53(c)]
27. Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and opportunities for the elderly from the designated community focal points. CFR [1321.53(c)]
28. Consult with and support the State's Long Term Care Ombudsman Program. [1321.61 (b)(4)]
29. [Not deem any] requirement in Section 1321.61 to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122. [1321.61(d)]
30. Assure that individuals age 60 and over who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part. [1321.69(a)]

B. The State agency, the California Department of Aging, is assuring in the State Plan on Aging that the following requirements will be met. The State's assurance is based on area agency on aging compliance with certain federal statutes and regulations and State statutes including

those identified below. Any area agency on aging which has a need for technical assistance in regard to such compliance should contact its assigned Community-Based Services Team.

The area agency on aging assures that:

1. Such fiscal control and fund accounting procedures will be adopted as may be necessary to assure proper disbursement of, and accounting for, Federal funds paid under this title to the area agency on aging including any such funds paid to the recipients of a grant or contract. OAA [(307(a)(7)(A)]
2. (i) No individual (appointed or otherwise) involved in the designation of the head of any subdivision of an area agency on aging, is subject to a conflict of interest prohibited under this Act; (ii) no officer, employee, or other representative of an area agency on aging is subject to a conflict of interest prohibited under this Act; and (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act. [307(a)(7)(B)]
3. (i) (It will) maintain the integrity and public purpose of services provided, and service providers, in all contractual and commercial relationships; (ii) Demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this Act by such agency has not resulted and will not result from such contract or such relationship; (iii) Demonstrate that the quantity or quality of the services to be provided under the plan will be enhanced as a result of such contract or such relationship. OAA [307(a)(7)(C)]
4. It will give consideration, where feasible, in the furnishing of home delivered meals, to the use of organizations which (i) have demonstrated an ability to provide home delivered meals efficiently and reasonably; and (ii) furnish assurances to the area agency on aging that such organizations will maintain efforts to solicit voluntary support and that the funds made available under this title to such organizations will not be used to supplant funds from non-federal sources. [307(a)(13)(H)]
5. It shall establish procedures that will allow nutrition project administrators the option to offer a meal, on the same basis as meals provided to



elderly participants, to individuals providing volunteer services during the meal hours, and to individuals with disabilities who reside at home with and accompany to meal sites older individuals who are eligible under this Act. [307(a)(13)(I)]

6. In the case of purchase or construction, there are no existing facilities in the community suitable for leasing as a multipurpose senior center, (and that the) plans and specifications for the facility are in accordance with regulations relating to minimum standards of construction, promulgated with particular emphasis on securing compliance with the requirements of the Act of August 12, 1968, commonly known as the Architectural Barriers Act of 1968. [307(a)(14)(B) and (C)]
7. Any laborer or mechanic employed by any contractor or subcontractor in the performance of work on the facility (multipurpose senior center) will be paid wages at rates not less than those prevailing for similar work in the locality as determined by the Secretary of Labor in accordance with the Act of March 3, 1931 (40 U.S.C. 276a - 276a-5, commonly known as the Davis-Bacon Act), and the Secretary of Labor shall have, with respect to the labor standards specified in this clause, the authority and functions set forth in reorganization plan numbered 14 of 1950 (15 F.R. 3176; 64 Stat. 1267), and section 2 of the Act of June 13, 1934 (40U.S.C. 276c). OAA [307(a)(14)(D)]
8. It shall (i) enter into contracts with providers of legal assistance which can demonstrate the experience or capacity to deliver legal assistance; (ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Commissioner; and (iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis. [307(a)(15)(A)]

9. No legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the area agency on aging makes a finding, after assessment, pursuant to standards for service promulgated by the Commissioner, that any grantee selected is the entity best able to provide the particular services. [307(A)(15)(B)].
10. It shall, to the extent practicable, require that legal assistance furnished under the area plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals. [307(a)(15)(D)]
11. It will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination. [307(a)(15)(E)]
12. (In carrying out services for the prevention of abuse of older individuals), it will conduct a program [other than such a program funded under section 303(g)], consistent with relevant State law and coordinated with existing State adult protective service activities for:
  - (i) public education to identify and prevent abuse of older individuals;
  - (ii) receipt of reports of elder abuse;
  - (iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social services agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
  - (iv) referral of complaints to law enforcement or public protective service agencies where appropriate. OAA[307(a)(16)(A), p.36-37]

13. If a substantial number of the older individuals residing in the planning and service area are of limited English-speaking ability, then the area agency on aging shall
  - (A) utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and
  - (B) designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include
    - (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
    - (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences. [307(a)(20)]
14. The area plan shall, with respect to the fiscal year preceding the fiscal year for which the plan is prepared: (a) identify the number of low income minority older individuals in the planning and service area; and (b) describe the methods used to satisfy the service needs of such minority older individuals. [307(a)(23)]
14. It shall conduct efforts to facilitate the coordination of community based, long-term care services, pursuant to OAA section 306(a)(6)(I), for older individuals who:
  - (a) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
  - (b) are patients in hospitals and are at risk of prolonged institutionalization; or are patients in long-term care facilities, but who can return to

their homes if community-based services are provided to them. [307(a)(26)]

16. It shall consult and coordinate in the planning and provision of in-home services under section 341 of the Older Americans Act, with State and local agencies and private nonprofit organizations which administer and provide services relating to health, social services, rehabilitation, and mental health services. [307(a)(27)]
17. The area plan shall, with respect to the fiscal year preceding the fiscal year for which the plan is prepared, describe the methods used to satisfy the service needs of older individuals who reside in rural areas. [307(a)(29)]
18. Special efforts will be made to provide technical assistance to minority providers of services. [307(a)(32)]
19. Funds received under Title III will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title. [307(a)(38)]
20. Preference in receiving services under Title III will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. [307(a)(39)]
21. If the area agency on aging receives funds appropriated under section 303(g) (for supportive services for caregivers) the area agency on aging will expend such funds to carry out part G. [307(a)(40)]
22. Demonstrable efforts will be made:
  - (A) to coordinate services provided under this Act with other State services that benefit older individuals; and
  - (B) to provide multigenerational activities, such as opportunities for older individuals to serve as mentors or advisers in child care, youth intervention, juvenile delinquency treatment, and family support programs. OAA [307(a)(41)]

23. It shall prepare and submit to the State agency a report of the activities conducted with funds provided under this paragraph and the evaluation of such activities. [705(a)(7)(B)(iii)]
24. All services provided under Title III meet any existing State and local licensing, health, and safety requirements for the provision of those services. CFR [1321.17(f)(4)]
25. It shall not fund program development and coordination activities as a cost of supportive services for the administration of area plans until it has first spent 10 percent of the total of its combined allotments under Title III on the administration of area plans. [1321.17(f)(14)(I)]
26. It shall, consistent with budgeting cycles, submit the details of proposals to pay for program development and coordination as a cost of supportive services to the general public for review and comment. [ 1321.17(f)(14)(ii)]
27. It shall provide the State agency an explanation of how proposed expenditures for program development and coordination will have a direct and positive impact on the enhancement of services for older individuals in the planning and service area. [1321.17(f)(14)(iii)]
28. Any amount received for a program under Title VII will be expended in accordance with the provisions of Title VII for that program. (Title VII)

C. The area agency on aging may not:

1. Require a provider of legal assistance under this part to reveal any information that is protected by attorney-client privilege. [1321.51(c)]
2. Engage in any activity, which is inconsistent with its statutory mission under the Act or policies prescribed by the State agency. [1321.53(c)]